



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION **FRAUD INVESTIGATOR** HUMAN SERVICES

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
Fax: (757) 926-1825

GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position is responsible for the investigation and disposition of overpayment and suspected fraud cases. Reports to the Eligibility Supervisor.

ESSENTIAL JOB FUNCTIONS

Researches and investigates assigned suspected fraud cases; interviews Eligibility Workers and Supervisors to gather case information; determines overpayments and whether intent to defraud exists. Interviews and obtains assistance from law enforcement officials to interview and obtain oral or written statements from customer and family members suspected of frauds.

Prepares summaries of facts for fraud and overpayment; contacts employers, creditors, landlords, police department representatives and others to gather information in support of the suspected fraud case.

Represents the agency in hearings and court appeals and takes appropriate action as required; responds to state, federal and internal case review inquiries; reviews and maintains program and policy manuals; prepares summaries for the Commonwealth Attorney's decision to prosecute or seek resolution; presents evidence to the grand jury for the purpose of obtaining indictments, prepares witnesses for court appearances, represents the agency as expert witness for the prosecution and testifies in court.

Initiates voluntary or mandatory collection activities to recover funds from overpayment; pursues voluntary repayment of overpayments when fraud prosecution is not indicated. Performs extensive calculations for the amount of overpayment by program category; enters data into state and local computer system and performs necessary inquiries, system searches and updates to coordinate related information. Prepares reports on fraud and non-fraud activities.

Attends in-service and other training sessions and conferences and may represent the agency on committees or task force groups. Develops and maintains rapport with customers, other organizations and the general public.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- Human Services - Thorough knowledge of Benefits programs and policies including federal, state, and local regulations related to determining eligibility. Knowledge of programs, social economic trends and behaviors that impact the delivery of human services.
- Investigation Methods - Knowledge of interviewing and investigating techniques, procedures principles and practices.
- Customer Service – Considerable knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.

REQUIRED SKILLS

- Judgment/Decision Making – Evaluating the best method of research and then exercising appropriate judgment in establishing priorities and resolving complex matters. Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Computer Skills - Utilizes a personal computer with word processing, spreadsheet, and related payroll software to effectively complete a variety of administrative tasks with reasonable speed and accuracy.
- Interpersonal Relationships - Develops and maintains cooperative and professional relationships with employees and all levels of management to include representatives from other departments and organizations.

REQUIRED ABILITIES

- Financial Management - Ability to perform arithmetic, algebraic, and statistical applications. Ability to employ economic and accounting principles and practices in the analysis and reporting of data. Ability to use a calculator with speed and accuracy, perform mathematical computations such as percentages, fractions, addition, subtraction, multiplication and division quickly and accurately.
- Time Management - Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology to meet strict deadlines.
- Communication - Excellent ability to communicate ideas and proposals verbally and in writing effectively so others will understand. Excellent ability to listen and understand information and ideas presented verbally or in writing.

EDUCATION AND EXPERIENCE

Requires an Associate's Degree and 3-5 years of related experience or an equivalent combination of education and experience. Eligibility experience is preferred.

ADDITIONAL REQUIREMENTS

An acceptable general background check to include a local and state criminal history check and sex offender registry check.

A valid driver's license with an acceptable driving record.

Individuals in this position cannot be listed as having a founded child abuse or neglect complaint.

In the event of a declared emergency in the City of Newport News, individuals in this position are required to work shelter duty and may be called on to perform duties as required to provide for the safety and care of the citizens of the community.

PHYSICAL REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Performance of essential functions may require exposure to adverse environmental conditions, such traffic hazards, violence, or rude/irate customers.